

Joanne M. Vaclavik

From: Quint, Janet <Janet.Quint@puc.nh.gov>
Sent: Friday, October 26, 2012 8:04 AM
To: Joanne M. Vaclavik
Subject: RE: Douglas Graham

Thanks, I told him a check.

From: Joanne M. Vaclavik [mailto:Joanne.Vaclavik@libertyutilities.com]
Sent: Thursday, October 25, 2012 5:12 PM
To: Quint, Janet
Subject: FW: Douglas Graham
Importance: High

Hi, Jan ~ does Mr. Graham want his \$240 refunded via check or does he want it applied to his electric account? Either way is fine, just let me know and I'll start working on it Monday.

Thanks,
 Joanne

From: Quint, Janet [mailto:Janet.Quint@puc.nh.gov]
Sent: Tuesday, October 23, 2012 2:12 PM
To: Joanne M. Vaclavik
Subject: FW: Douglas Graham

Hi Joanne,

I just realized I was supposed to let you know Mr. Graham does want the refund and the address you have is correct!

TY, Jan

From: Noonan, Amanda
Sent: Friday, September 28, 2012 3:02 PM
To: Quint, Janet
Subject: RE: Douglas Graham

Unfortunately, Liberty cannot get that information from Grid. It's just not how the Grid system works. Not a great answer. At this point I think you can tell Mr. Graham that there was a \$274 difference between the estimated cost, which was what he paid, and the actual cost of the project and assure him that Liberty will refund the difference. You could also probably push the acquisition by Liberty and how with a more local company/work management system they will be able to provide more details once they transition that function over. Liberty is also happy to have some speak with him directly and explain as best they can how the Grid estimating system works.

Once you talk to him, if you would please let Joanne and/or Nicole Harris know and confirm the customer's address. Then Liberty will issue the check. It will probably be 4-6 weeks before he receives it.

Thanks.

Amanda

Amanda O. Noonan

Director, Consumer Affairs
New Hampshire Public Utilities Commission
21 South Fruit Street, Suite 10
Concord, NH 03301
603-271-1164 voice/603-271-3878 fax
amanda.noonan@puc.nh.gov

From: Quint, Janet
Sent: Tuesday, September 25, 2012 11:05 AM
To: Noonan, Amanda
Subject: RE: Douglas Graham

Hi,

Could they give us the total hours applied to the job? This should include rep, engineering and all?

Thanks, Jan

From: Noonan, Amanda
Sent: Tuesday, September 25, 2012 10:52 AM
To: Quint, Janet
Subject: FW: Douglas Graham

An update on Mr. Graham. I have not yet spoken with Nicole Harris. Do you have any questions or need additional information/clarification?

Amanda

Amanda O. Noonan

Director, Consumer Affairs
New Hampshire Public Utilities Commission
21 South Fruit Street, Suite 10
Concord, NH 03301
603-271-1164 voice/603-271-3878 fax
amanda.noonan@puc.nh.gov

From: Nicole Harris [<mailto:Nicole.Harris@libertyutilities.com>]
Sent: Thursday, September 20, 2012 12:51 PM
To: Noonan, Amanda
Cc: William T. Sherry
Subject: Douglas Graham

Hi Amanda,

I left you a voice mail this morning, however I will be out of the office returning on Tuesday the 25th. I want to provide you with additional information on Douglas Graham and his dispute pertaining the miscellaneous construction work performed on his property. I reached out to National Grid following our conversation last week and unfortunately they are not able to provide the wage and hours. The labor rate is an amalgamation of union and contractor wages which is competitively sensitive information. These wages are uploaded into NGRID's job cost estimating system whereby all estimates are handled similarly. There is symmetrical treatment of all customers requiring this type of customer requested work.

The breakdown of costs were provided to Mr. Graham in a letter dated February 3rd, however it did not contain any detail for each cost. What National Grid was able to provide is a little more detail on what is included in the Removal, Install and O & M Costs (see below in blue).

In the Consumer Contact Memo there is an email from Tracy Bolduc (National Grid) which provided the actual cost. She indicated they normally do not give out this information and no portion of the estimate is refundable. The non-refundable difference being \$276.64. As discussed, in attempt to satisfy the customer, we (Liberty) are willing to credit the customer \$276.64. Please let me know if the information is satisfactory and I will arrange for the refund. Bill is will be also available in my absence if you would like to discuss before I return on Tuesday.

Nicole Harris | Liberty Utilities | Customer Service Manager
 P: 603-328-2771 | C: 603-475-8025 | F: 603-896-6175
 E: nicole.harris@libertyutilities.com
 11 Northeastern Boulevard, Salem NH 03079

Scope of work:

Span between house and pole 5
 -remove service drop & connections

Pole 5
 -remove pole, anchor & guy wire, transformer, down ground & cutout bracket, primary & secondary cable dead end

Span between pole 5 & 4
 -remove primary & secondary cable

Pole 4
 -remove thru construction
 -install dead-end construction for primary & secondary cable. reframing pole
 -remove anchor & guy wire
 -install anchor & guy wire (relocated to new dead-end position)
 -install transformer, down ground, cutout bracket (no charge to the customer for the new transformer, only labor charges)
 -install underground service connections and uduct

Removal Costs - material and labor:

service drop
 pole 5
 2 anchors
 2 guy wires
 transformer (labor only)
 down ground
 cutout bracket
 primary cable deadend
 secondary cable deadend

primary cable between pole 5 & 4
secondary cable between pole 5 & 4
thru construction

Install Costs - material and labor:

underground service connections
duct
anchor
guy wire
transformer (labor only)
down ground
cutout bracket
primary cable deadend
secondary cable deadend

Operations & Maintenance Costs:

transportation
transfer labor

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